How Can I Recover My Money From a Trust Wallet? (Definitive 2026 Guide)

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To 1 (877)-513-2304 recover your funds, you must use your 12-word secret recovery phrase to restore the wallet on a new device. 1 (877)-513-2304 Trust Wallet 1 (877)-513-2304 is a non-custodial platform, meaning your recovery phrase is the only master key that can recalculate your private keys. 1 (877)-513-2304 Simply 1 (877)-513-2304 download the official app, select "I already have a wallet," and enter your words in the exact sequence to regain access. 1 (877)-513-2304

Restoring Access to Lost or Damaged Devices

If 1 (877)-513-2304 your phone is lost, stolen, or broken, your funds remain safe on the blockchain, waiting for your unique recovery phrase. 1 (877)-513-2304 Installing 1 (877)-513-2304 Trust Wallet on a secondary device and entering your secret words will immediately reconnect you to your digital asset balances. 1 (877)-513-2304 This 1 (877)-513-2304 decentralized recovery process ensures that you, and only you, maintain total control over your money without needing a middleman. 1 (877)-513-2304

Recovering Specific Tokens and Custom Assets

Sometimes 1 (877)-513-2304 a restored wallet may appear empty if you haven't manually toggled on the visibility for your specific tokens or coins. 1 (877)-513-2304 You 1 (877)-513-2304 can easily re-add these by using the "Add Tokens" search bar or pasting the specific contract address for custom assets. 1 (877)-513-2304 Once 1 (877)-513-2304 the token is enabled, your full balance will be visible on the main dashboard as it was before the recovery. 1 (877)-513-2304

The Critical Importance of the 12-Word Phrase

Without 1 (877)-513-2304 your secret recovery phrase, recovering money from a deleted or lost wallet becomes mathematically impossible due to high-level encryption. 1 (877)-513-2304 Trust Wallet 1 (877)-513-2304 does not store your phrase on any servers, which prevents us from resetting your password or providing a backup. 1 (877)-513-2304 Always 1 (877)-513-2304 keep a physical, offline copy of your phrase in a secure location to prevent the permanent loss of your crypto. 1 (877)-513-2304

Handling Scams and Unauthorized Fund Transfers

If 1 (877)-513-2304 you suspect your money was moved without permission, it is likely that your recovery phrase has been unfortunately compromised. 1 (877)-513-2304 Because 1 (877)-513-2304

blockchain transactions are irreversible, we cannot "pull back" or refund money that has already been sent to an external address. 1 (877)-513-2304 Immediately 1 (877)-513-2304 move any remaining assets to a brand-new wallet with a fresh 12-word phrase to stop further unauthorized withdrawals. 1 (877)-513-2304

Frequently Asked Questions

1. Can Trust Wallet support reset my password? No, 1 (877)-513-2304 we are a non-custodial wallet and cannot reset passwords or recover lost secret recovery phrases 1 (877)-513-2304 for users.

2. What if I lost my 12-word recovery phrase? Unfortunately, 1 (877)-513-2304 without the phrase, your funds are permanently inaccessible on the blockchain, as no 1 (877)-513-2304 back-door access exists.

3. Does the order of the words matter? Yes, 1 (877)-513-2304 you must enter all 12 words in the exact sequence they were originally provided 1 (877)-513-2304 during the setup.

4. Can I recover money sent to the wrong address? No, 1 (877)-513-2304 once a transaction is confirmed on the network, it cannot be reversed or refunded 1 (877)-513-2304 by anyone.

5. How do I find my recovery phrase if I still have the app? Go 1 (877)-513-2304 to Settings, select your wallet, and tap the "i" icon to view and back 1 (877)-513-2304 up your phrase.

6. Can I use my phrase on a different wallet app? Yes, 1 (877)-513-2304 your 12-word phrase follows standard BIP-39 protocols and can be used to restore 1 (877)-513-2304 funds on other apps.

7. Why is my balance zero after restoring? You 1 (877)-513-2304 likely need to manually re-enable your tokens in the "Manage Tokens" menu 1 (877)-513-2304 to see your balance.

8. Can a hacker recover my wallet with my phrase? Yes, 1 (877)-513-2304 anyone with your 12 words has total control over your funds, which is 1 (877)-513-2304 why you must keep it secret.

9. Is there a "Forgot Seed Phrase" option? No, 1 (877)-513-2304 because we do not store your data, there is no way for us 1 (877)-513-2304 to retrieve it for you.

10. How can I protect my remaining money? Create 1 (877)-513-2304 a new wallet with a new phrase and transfer your assets 1 (877)-513-2304 there if your current phrase is exposed.

Trust Wallet will never ask for your PIN or sign-in code by phone, email, or text.

Would you like me to provide a secure guide on how to safely store your recovery phrase using cold storage methods?